

The National
CITIZEN SURVEY™

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**Summary Report for
The City of Scottsdale, Arizona**



Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City/County Management Association (ICMA).

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 3,000 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 370 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 987 residents, for a response rate of 37.5%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 3,000 residents is generally no greater than plus or minus 3 percentage points around any given percent reported for the entire sample.

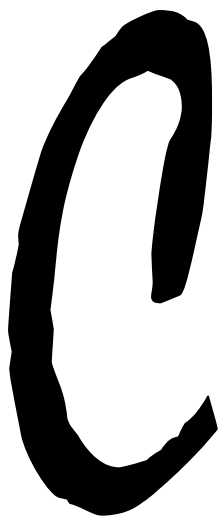
The results were weighted to reflect the demographic profile of all residents in the City of Scottsdale. (For more information on the survey methodology, see Appendix II in the Report of Results. A copy of the survey materials can be found in Appendix III of the Report of Results.)

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 3 points based on all respondents.



COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Scottsdale. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Scottsdale. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Scottsdale.

- **QUALITY OF LIFE**

When asked to rate the overall quality of life in Scottsdale, 40% of respondents thought it was “excellent.” Only 1% rated overall quality of life as “poor.” Scottsdale as a place to live received an average rating of 77 on a 100-point scale

- **RATINGS OF COMMUNITY CHARACTERISTICS IN SCOTTSDALE**

The highest rated characteristics of Scottsdale were shopping opportunities, overall appearance and recreational opportunities. When asked about potential problems in Scottsdale, the three concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion, too much growth, and drugs. The rate of population growth in Scottsdale was viewed as “too fast” by 80% of respondents, while 0% thought it was “too slow.”

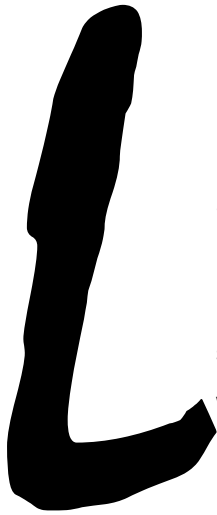
- **PERCEPTIONS OF SAFETY**

When evaluating safety in the community, 70% of respondents felt “somewhat” or “very safe” from violent crimes in Scottsdale. In their neighborhood after dark, 81% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 11% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 72% had reported it to police.

- **COMMUNITY PARTICIPATION**

Participation in the civic, social and economic life of Scottsdale during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 84% reported visiting a Scottsdale park in the past year.



LOCAL GOVERNMENT

Several aspects of the government of the City of Scottsdale were evaluated by residents completing The National Citizen Survey.TM They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Scottsdale. Those who had any contact with a City of Scottsdale employee in the past year gave their impressions of the most recent encounter.

- **PUBLIC TRUST**

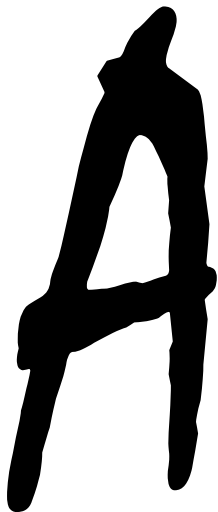
When asked to evaluate whether they were pleased with the overall direction taken by the City of Scottsdale, residents gave an average rating of 56 on a 100-point scale.

- **SERVICES PROVIDED BY SCOTTSDALE**

The overall quality of services provided by the City of Scottsdale was rated as 68 on a 100-point scale.

- **THE CITY OF SCOTTSDALE EMPLOYEES**

Impressions of the City of Scottsdale employees were assessed on the questionnaire. Those who had been in contact with a City of Scottsdale employee in the past year (54%) rated their overall impression as 72 on a 100-point scale.



ADDITIONAL QUESTIONS

Two additional questions were asked by the City of Scottsdale as listed below.

The results for these questions are also available in the Report of Results.

Question 16a: In which area of Scottsdale do you live?	
	In which area of Scottsdale do you live?
	Percent of Respondents
South of Indian Bend Road	39%
North of Indian Bend Road and south or west of the Central Arizona Project (CAP) Canal	27%
North or east of the Central Arizona Project (CAP) Canal	34%
Total	100%

Question 16b: Water Conservation in Scottsdale			
	My household is doing more than the typical household in Scottsdale to conserve water	The City of Scottsdale should do more to promote water conservation among its residents	My household could do more to conserve water
	Percent of Respondents	Percent of Respondents	Percent of Respondents
strongly agree	24%	36%	12%
somewhat agree	35%	36%	44%
neither agree nor disagree	29%	20%	22%
somewhat disagree	6%	4%	11%
strongly disagree	1%	0%	9%
don't know	4%	4%	3%
Total	100%	100%	100%